

## **INTRODUCTION**

The incumbent of this position serves as an Information Technology Specialist providing technical support for all customers who need advice, assistance and training in applying hardware and software systems, within their assigned service area nationwide. Travel is required throughout the designated service areas with the possibility of travel to other service areas within and outside of their assigned regional boundaries. The incumbent has technical responsibility for design adaptation, modification, and evaluation of computer systems and programs used in connection with and support of all efforts to track and evaluate disease outbreaks and planned eradication programs. Additional responsibilities include local and wide area network support, user support, user orientation and training, short and long term information technology planning and the development of computer applications.

## **DUTIES**

1. The incumbent provides technical guidance and assistance to system users, which includes installing, configuring, maintaining and trouble shooting of hardware and software.
2. The incumbent assists the Regional Information Technology (IT) Specialist with region wide implementations and projects.
3. The incumbent provides in-depth technical expertise and support to aide in monitoring, administering, troubleshooting and evaluating local area networks, wide area networks and communication protocols for enhancement of IT services. This includes all network security requirements.
4. The incumbent operates as the local area network administrator, maintaining network hardware and software and keeps equipment in working order for their assigned area.
5. The incumbent assesses customer IT training needs and coordinates/conducts necessary training. This training includes explaining the functions of hardware and peripherals, operating systems, and application software to all users.
6. The incumbent customizes computer applications to specific customer needs using a variety of operating systems, computer software packages, database management systems, and utilities to streamline or enhance the customer's ability to complete assignments.
7. The incumbent evaluates acquisition of IT products or services and recommends purchases which meet all Agency and Departmental requirements in order to enhance delivery of customer support services.
8. The incumbent independently, or as a part of more broad scale review of Area Offices, evaluates operations for all information systems, monitors the status, quality of implementation efforts and recommends changes to management if necessary.
9. The incumbent participates fully as a member of their Region's Information Technology team.

10. As needed, the incumbent assists in the coordination and support of IT operations related to emergency programs and emergency response.

11. The incumbent serves as a Deputy Information System Security Officer. As such, ensures customers are aware of security directives, policies, procedures, guidelines and regulations, and is available to respond to inquiries. The incumbent addresses any complex security issues with management and Regional IT Specialist.

## **FACTORS**

### **Knowledge Required**

Knowledge of the VS mission, program goals, and IT infrastructure.

A thorough knowledge of computer hardware and computer languages (operating systems and installed applications) to provide guidance on a wide range of complex IT issues.

Knowledge of computer communication systems, technical approval requirements, and automated approaches within and outside APHIS, Veterinary Services to interpret Agency and Department IT policies and guidelines.

Knowledge of telecommunications, local area networks, wide area networks and communication protocols for testing and optimizing the functionality of systems, networks and data.

Knowledge in implementing and disseminating IT security tools and procedures.

Ability to interpret technical documentation, operational procedures and user instructions for the use of Agency standard hardware, software and applications.

Knowledge of IT policies, directives, standards, guidelines and regulations within the IT areas.

Good oral and written communication skills are required to conduct effective trainings, represent the agency while serving on IT focus groups/teams and to understand customer needs.

### **Supervisory Controls**

The incumbent is under the direct supervision of the AVIC and the technical supervision of the VS Regional Information Technology Specialist who outlines the position requirements and establishes deadlines and periodically reviews the status of functions for effectiveness and adherence to policy guidelines and provides technical guidance.

### **Guidelines**

Guidance is available from the Regional IT Specialist, APHIS IT personnel, APHIS Directives, VS Memorandums, and Regional policies, as well as, technical and operating manuals. The incumbent interprets and adapts guidelines to work situations. The incumbent plans and organizes assignments and informs supervisor of controversial findings or widespread problems. Completed work is reviewed by the Regional IT Specialist and Area Office AVIC for effectiveness in enhancing organization.

## **Complexity**

Within the designated service area, the incumbent is involved in all stages of the automation process. The work involves knowledge of diverse specialties in the information technology field, such as telecommunications, systems administration, application development, etc. The incumbent identifies current and long term technical requirements for managing and supporting daily operations. The incumbent uses judgment to recommend the necessary equipment and software to fulfill and improve technical requirements to support systems and networks. The work consists of a variety of applications and desktop configurations. Assignments include resolving problems with hardware, software, security threats and data communications.

## **Scope and Effect**

The work involves managing IT activities within the designated service area and upon request, assisting with Regional IT projects. The incumbent serves as the primary liaison for all IT related requirements for their designated area. The ability to resolve customer problems thereby minimizes down time and ensures effective security programs for all employees. The animal health programs supported are diverse and constantly expanding in number. The incumbent's assistance with management of IT activities will positively affect major area program objectives. Effective management of IT activities will have a direct impact on accomplishing Veterinary Services objectives.

## **Personal Contacts**

Contacts are with, but not limited to Regional Office management and co-workers, Area Office management and personnel, various Veterinary Services staff members, staff veterinarians, state veterinarians, field personnel, hardware and software representatives and the private sector.

## **Purpose of Contacts**

Contacts are made to advise management of the status of projects, prioritize projects, plan and project future needs, coordinate work efforts, train users, advise/explain technical features of hardware/software, assess new technology and exchange ideas. It is essential that the incumbent be able to effectively communicate with management officials and all levels of users.

## **Physical Demands**

The work is somewhat sedentary. However, the incumbent may be required to install cabling which requires climbing ladders and kneeling on the floor. The incumbent is also required to lift boxes containing computer hardware, which may weigh up to 50 pounds or more.

## **Work Environment**

The work is performed in an office setting. However, the incumbent is required to travel to area offices and field locations to install equipment and train users in the use of that equipment. This causes the incumbent to be away from normal support mechanisms and requires detailed planning for this type of project. During disease outbreaks, the incumbent may travel excessively both domestically or internationally for livestock site visits or disease investigations.

### **Other Considerations**

Incumbent is knowledgeable of Agency security standards associated with these duties and is responsible for ensuring they are applied appropriately.

This position has been identified as a high risk public trust position which requires a “Background Investigation” with secret access to classified information based on Executive Orders 12968 and 12958, both of which are on file at the Department and Agency level.

The following OPM forms are required: the incumbent’s application form (i.e., OF-612 or Resume), Questionnaire for National Security Positions (SF-86), Fingerprint Chart (SF-87), Fair Credit Reporting Act Form, and Declaration of Federal Employment (OF-306).